



# Spring/Summer News, 2020

Dear Pet Owners,

A heartfelt THANK YOU to each and every one of you for trusting us with your pets' care, and for all of those wonderful reviews and client referrals. Welcome, also, to the many pet families who have joined us over the past year. We hope you will take a few minutes to read through this year's *Spring News*. As always, if you have any questions or concerns, please contact our office.

## Coronavirus Precautions



Acton Critter Sitters is following the [CDC guidelines for businesses](#) and the [Department of Public Health](#) to minimize the dangers of coronavirus contagion and spread. In turn, we ask that you:

- Notify us if you are sick when we are scheduled to take care of your pet(s) and provide us with enough information about the type of illness so that we can take extra precautions while at your home.
- Follow the [CDC guidelines for prevention and treatment](#) yourself.
- Self-quarantine if you are exposed to a known case of coronavirus.

Please note that while [dogs and cats CAN test positive for coronavirus, they cannot pass the virus to humans](#). If you have any questions about coronavirus and your pets, please contact your veterinarian.

## It's Tick Time!!!



The warm weather is here and the ticks are out ☹️

- If your pets aren't protected against heartworm and ticks all year long, now is the time to start treatment. Consult with your veterinarian on what would work best for you and your pet.
- To help prevent Lyme and other tick-borne illnesses, conduct frequent tick checks on your pets... and yourself!
- For information about ticks and Lyme disease, visit <https://www.cdc.gov/lyme/index.html>.

## Acton Dog Park Committee Update



Acton's Dog Park Committee has narrowed down its search for a suitable location and hopes to have a final vote by Acton's Board of Selectmen by mid-summer. After that, it's design and construction time! For updates, follow their activities on Facebook: <https://www.facebook.com/ADPCActon/>. If you are interested in having input into the design and helping to make it happen, volunteers are needed! Contact the committee at [ADPC@actonma.gov](mailto:ADPC@actonma.gov) or come to one of their meetings. Calendar, agendas and minutes are available on their town web page at <http://www.acton-ma.gov/604/Dog-Park-Committee>.

## Weekend, Holiday, and Same-day Scheduling Guidelines



While we are committed to caring for your pets 365 days a year, we ask that you plan ahead as much as possible. We all need a little down time, and our staff members need a chance to plan their schedules. Summer services are especially in demand, so please notify us of your needs as soon as possible.

- Please use the portal to request services whenever possible. Portal requests are given first priority and are filled before all other requests.
- While serving clients during the day, we cannot check our email frequently, so please text or call our mobile line at 978-674-9604 for same-day requests, changes, or concerns. We will respond as soon as possible. We make every effort to honor same-day requests and changes, including on weekends, but because of staffing restrictions and timing, it may not always be possible. Extra fees apply for same-day service requests.
- Boarding and live-in slots are in high demand and short supply. If you need these services, please submit a schedule request as soon as possible. We also have a list of alternative service providers that we can send you if we cannot meet your needs.
- Our business office is closed on Saturdays and Sundays. We check the portal, emails, phone messages, and texts as often as possible, but we may not be able to respond immediately.
- Holiday requests should be made at least a week ahead of time, especially for major holidays such as Memorial Day, July 4th, and Labor Day, as well as for school vacations.
- Weekend requests should be made by 12 PM (noon) on Fridays. We cannot guarantee weekend service for requests made after that time.

### Off-leash guidelines



For the safety and protection of your pets, all off-leash dogs must have proven, reliable recall abilities AND wear identification tags with your contact information.

### Want to be a Critter Sitter?



Some of our best sitters have come to us through our clients, and we are always in need of quality staff. We are looking for mature individuals who have experience with animals, hold a valid driver's license, and be looking to make a long-term commitment. For more information, please visit <http://www.actoncrittersitters.com/meet-the-critter-sitters/>

Thank you for being an Acton Critter Sitters customer!

*Clare, Katie, and all the Critter Sitters*